



PHILIP L. BROWNING
Director

County of Los Angeles
DEPARTMENT OF CHILDREN AND FAMILY SERVICES

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(213) 351-5602

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August 8, 2012

To: Supervisor Zev Yaroslavsky, Chairman
Supervisor Gloria Molina
Supervisor Mark Ridley-Thomas
Supervisor Don Knabe
Supervisor Michael D. Antonovich

From: Philip L. Browning
Director

A handwritten signature in dark ink, appearing to be "P. Browning", is written over the printed name and title.

OLIVE CREST FOSTER FAMILY AGENCY CONTRACT COMPLIANCE MONITORING REVIEW

The Out-of-Home Care Management Division (OHCMD) conducted a review of Olive Crest Foster Family Agency (Olive Crest) in April 2012, at which time the agency had 63 Department of Children and Family Services (DCFS) placed children in 43 homes.

Olive Crest has two satellite offices located in the Fourth Supervisorial District and in Orange County. Olive Crest provides services to Los Angeles County DCFS foster youth. According to Olive Crest's program statement, its stated goal is "dedicated to treating and educating at-risk children and to preserving the family...one life at a time." Olive Crest is licensed to serve children ranging from birth through 17.

For the purpose of this review, 10 children were selected for the review. Three children were interviewed, as the others were either too young or not available for an interview due to a prior commitment. All 10 sampled children's case files were reviewed. The placed children's overall average length of placement was eight months and the average age was six. Five certified foster parents' files were reviewed; four discharged children's files were reviewed; and three staff files were reviewed for compliance with Title 22 Regulations and County contract requirements.

Two placed children were prescribed psychotropic medication. We reviewed their case files to assess the timeliness of Psychotropic Medication Authorizations (PMAs) and to confirm that documentation of psychiatric monitoring was maintained as required.

SCOPE OF REVIEW

The purpose of this review was to assess Olive Crest's compliance with the County contract and State regulations. The visit included a review of the agency's program statement, administrative internal policies and procedures, 10 placed children's case files, five certified foster parents' files and three personnel files. Five certified foster homes were visited and the foster parents were interviewed to assess the quality of care and supervision provided to children; and three placed children were interviewed to assess the care and services they were receiving.

A copy of this report has been sent to the Auditor-Controller (A-C) and Community Care Licensing (CCL).

SUMMARY

During our review, interviewed children reported feeling safe, having been provided with good care and appropriate services; being comfortable in their environment and treated with respect and dignity.

The deficiencies noted during the monitoring review were related to the OHCMD historical information check not having been completed on one certified foster family. Two children had late dental examinations; two employees did not sign their criminal records statements timely; and two employees did not have timely health screenings.

Based on our review, the aforementioned deficiencies revealed the need for more thorough documentation. Additionally, routine monitoring of the files by supervisory staff would appear to eliminate the documentation issues identified. Overall, Olive Crest was providing good care and services to placed children and support to the certified foster parents, which is evident in the relationships formed with the children, agency staff, and certified foster parents.

In conclusion, Olive Crest was receptive to implementing some systemic changes to improve their compliance with regulations and the County contract. The Administrator agreed to address the noted deficiencies in a Corrective Action Plan (CAP).

NOTABLE FINDINGS

The following were notable findings of our review:

- Of the five foster parent files reviewed, one foster family did not have the OHCMD historical information check completed. Subsequent to the review, OHCMD completed the search of the certified foster parents' background history of child abuse, which was confirmed to be negative. The agency representatives stated this was an oversight and they would implement a system to ensure that this deficiency is corrected.
- Of the 10 foster children's files reviewed, two children did not have timely initial dental examinations. The agency representatives stated the County Children's Social Worker (CSW) told agency staff that these children did not need dental examinations. The Administrators stated they would ensure that all future children receive a dental examination within 30 days of placement.
- Of the three staff files reviewed, two employees did not sign their criminal background statements timely. The agency representatives stated they would consult with personnel staff to correct this deficiency.
- Of the three staff files reviewed, two employees did not have their health screenings completed timely. The agency representatives stated they would consult with personnel staff to ensure that all staff members have a health screening no later than seven days after hire.

The detailed report of our findings is attached.

EXIT CONFERENCE

The following are highlights from the Exit Conference held on June 20, 2012.

In attendance:

Kerri Dunkelberger, Executive Director of Foster Care & Adoptions and, Brooke Butler-Angaga, Director of Foster Care & Adoptions, Olive Crest; and Elaine Lane, Monitor, DCFS, OHCMD.

Highlights:

The Executive Director of Foster Care & Adoptions, Kerri Dunkelberger and Director of Foster Care and Adoptions, Brooke Butler-Angaga in response to the findings stated that the agency would ensure that all the findings would be addressed in a CAP.

Each Supervisor
August 8, 2012
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Olive Crest submitted an approved written CAP, and addressed each recommendation noted in this compliance report. The approved CAP is attached.

If you have any questions, please call me or your staff may contact Aldo Marin, Board Relations Manager at (213) 351-5530.

PLB:RS:KR:
EAH:NF:el

Attachments

c: William T Fujioka, Chief Executive Officer
Wendy Watanabe, Auditor-Controller
Public Information Office
Audit Committee
Donald A. Verleur, Executive Director, Olive Crest
Kerri Dunkelberger, Executive Director, Foster Care & Adoptions Olive Crest
Jean Chen, Regional Manager, Community Care Licensing

**OLIVE CREST FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW – SUMMARY**

**17800 Woodruff Ave.
Bellflower, CA 90706
License Number: 197805185**

**2130 E. Fourth St. Suite #200
Santa Ana, CA 92705
License Number: 300600003**

| | Contract Compliance Monitoring Review | Findings: April 2012 |
|----|--|--|
| I | <p><u>Licensure/Contract Requirements</u> (6 Elements)</p> <ol style="list-style-type: none"> 1. Timely Notification for Child's Relocation 2. SIRs Documented and Cross-Reported 3. Runaway Procedures 4. Community Care Licensing Citations, Out-of-Home Care Management Division Reports on Safety and Physical Deficiencies 5. If Applicable, FFA Ensures Complete Required Whole Foster Family Home Training 6. FFA pays Certified Foster Parents Whole Foster Family Home Payments | <ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Not Applicable 6. Not Applicable |
| II | <p><u>Certified Foster Homes</u> (13 Elements)</p> <ol style="list-style-type: none"> 1. Home Study Prior to Certification 2. Contact with References/Including Check with OHCMD 3. Safety Inspection Prior to Certification 4. Timely DOJ, FBI, CACI 5. Health Screening Prior to Certification 6. Required Training Prior to Certification 7. Current Certificate of Approval on File Including Capacity 8. Home Inspection/Evaluations for Re-certification 9. Completed Training Hours for Re-certification 10. CPR/First Aid/Water Safety Certificates 11. CDL/Auto Insurance 12. Other Adults: DOJ/FBI/CACI/Other Required Docs 13. Transportation | <ol style="list-style-type: none"> 1. Full Compliance 2. Needs Improvement 3. Full Compliance 4. Full Compliance 5. Full Compliance 6. Full Compliance 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance |

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| III | <u>Facility and Environment</u> (8 Elements) <ol style="list-style-type: none"> 1. Exterior Well Maintained 2. Common Areas Maintained 3. Children's Bedrooms/Interior Maintained 4. Sufficient Recreational Equipment 5. Sufficient Educational Resources 6. Adequate Perishable and Non Perishable Food 7. Disaster Drills Conducted 8. Allowance Logs | Full Compliance (ALL) |
| IV | <u>Maintenance of Required Documentation and Service Delivery</u> (11 Elements) <ol style="list-style-type: none"> 1. DCFS CSW Authorization to Implement NSPs 2. Children's Participation in the Development of NSPs 3. NSPs Implemented and Discussed with Foster Parents 4. Children's Progress Towards Meeting Goals 5. Timely Developed Initial NSPs with Child 6. Timely Comprehensive Initial NSPs with Child 7. Therapeutic Services Received 8. Recommended Assessments/Evaluations Implemented 9. DCFS CSWs Monthly Contacts Documented 10. Timely Developed Updated NSPs with Child 11. Timely Comprehensive Updated NSPs with Child | Full Compliance (ALL) |
| V | <u>Education and Workforce Readiness</u> (7 Elements) <ol style="list-style-type: none"> 1. Child Enrolled in School Within Three Days 2. Child Attended School as Required 3. Agency Facilitates Child's Educational Goals 4. Child's Academic and/or Attendance Increase 5. Current IEPs Maintained 6. Current Report Cards Maintained 7. Agency Facilitates Children's Participation in YDS/ Equivalent/Vocational Programs | Full Compliance (ALL) |

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| VI | <u>Health and Medical Needs</u> (6 Elements) <ol style="list-style-type: none"> 1. Initial Medical Examinations Conducted 2. Initial Medical Examinations Timely 3. Follow-up Medical Examinations Timely 4. Initial Dental Examinations Conducted 5. Initial Dental Examinations Timely 6. Follow-up Dental Examinations Timely | <ol style="list-style-type: none"> 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Full Compliance 5. Needs Improvement 6. Full Compliance |
| VII | <u>Psychotropic Medications</u> (2 Elements) <ol style="list-style-type: none"> 1. Current Court Authorization for Administration of Psychotropic Medication 2. Current Psychiatric Evaluation Review | Full Compliance (ALL) |
| VIII | <u>Personal Rights and Social Emotional Well-Being</u> (13 Elements) <ol style="list-style-type: none"> 1. Children Informed of Foster Home's Policies and Procedures 2. Children Feel Safe 3. Satisfaction with Meals and Snacks 4. Foster Parents Treatment of Children with Respect and Dignity 5. Appropriate Rewards and Discipline System 6. Children Allowed Private Visits, Calls, and Correspondence 7. Children Free to Attend Religious Services/Activities 8. Reasonable Chores 9. Children Informed About Psychotropic Medication 10. Children Aware of Right to Refuse Psychotropic Medication 11. Children Informed About Voluntary Refusal of Medical and Dental Care 12. Children Participation in At-Home, School, Community Activities 13. Children Participation in Extra-Curricular Activities | Full Compliance (ALL) |

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|----|--|---|
| IX | <u>Personal Needs/Survival and Economic Well-being</u> (8 Elements) <ol style="list-style-type: none"> 1. Clothing Allowance 2. On-going Clothing Inventories of Adequate Quantity 3. On-going Clothing Inventories of Adequate Quality 4. Involvement in Selection of Clothing 5. Provision of Personal Care Items 6. Minimum Monetary Allowances 7. Management of Allowance 8. Encouragement and Assistance with Life Book | Full Compliance (ALL) |
| X | <u>Discharged Children</u> (3 Elements) <ol style="list-style-type: none"> 1. Stabilization of Placement Prior to Discharge 2. Discharge Summary Completed 3. Child Completed High School | Full Compliance (ALL) |
| XI | <u>Personnel Records</u> (14 Elements) <ol style="list-style-type: none"> 1. DOJ Timely Submitted 2. FBI Timely Submitted (After January 1, 2008) 3. CACIs Timely Submitted 4. Signed Criminal Background Statement Timely 5. Education/Experience Requirement 6. Employee Health-Screening Timely 7. Valid Driver's License 8. Signed Copies of FFA Policies and Procedures 9. Initial Training Documentation 10. One-hour Training of Child Abuse Reporting 11. CPR Training Documentation 12. First-Aid Training Documentation 13. On-going Training Documentation 14. Social Workers Appropriate Case Ratio | 1. Full Compliance 2. Full Compliance 3. Full Compliance 4. Needs Improvement 5. Full Compliance 6. Needs Improvement 7. Full Compliance 8. Full Compliance 9. Full Compliance 10. Full Compliance 11. Full Compliance 12. Full Compliance 13. Full Compliance 14. Full Compliance |

**OLIVE CREST FOSTER FAMILY AGENCY
CONTRACT COMPLIANCE MONITORING REVIEW**

**17800 Woodruff Ave.
Bellflower, CA 90706
License Number: 197805185**

**2130 E. Fourth St. Suite #200
Santa Ana, CA 92705
License Number: 300600003**

The following report is based on a "point in time" monitoring visit. This compliance report addresses findings noted during the April 2012 monitoring review.

CONTRACTUAL COMPLIANCE

Based on the results of the compliance review, Olive Crest was in full compliance with eight of 11 sections of our contract compliance review: Licensure/Contract Requirements; Facility and Environment; Maintenance of Required Documentation and Service Delivery; Education and Workforce Readiness; Psychotropic Medications; Personal Rights and Social/Emotional Well-Being; Personal Needs/Survival and Economic Well-Being; and Discharged Children. The following report details the results of our review.

CERTIFIED FOSTER HOMES

Based on our review of five foster parents' files and/or documentation from the provider, Olive Crest was in full compliance with 12 of 13 elements reviewed in the area of Certified Foster Homes.

We noted that one foster family did not have the OHCMD historical information check. The agency representatives stated that this was an oversight and they would implement a system to ensure that this deficiency does not occur in the future. OHCMD completed a check and found that the foster parents did not have a DCFS record of abuse.

Recommendation:

Olive Crest's management shall ensure that:

1. All certified foster parents have an OHCMD historical information check prior to their certification.

HEALTH AND MEDICAL NEEDS

Based on our review of 10 children's files and/or documentation from the provider, Olive Crest fully complied with five of six elements reviewed in the area of Health and Medical Needs.

We noted that two children did not have timely initial dental examinations. The agency representatives stated the County CSW told agency staff that these children did not need dental examinations. However, it had been more than a year since the children's last dental visit and agency staff did not document the CSW's statement. The administrator stated she would ensure that every child has an initial dental examination when placed with Olive Crest FFA.

Recommendation:

Olive Crest's management shall ensure that:

2. All children have an initial dental examination within 30 days of placement.

Personnel Records

Based on our review of three employee files and/or documentation from the provider, Olive Crest fully complied with 12 of 14 elements reviewed in the area of Personnel Records.

We noted that two Olive Crest employees did not sign their Criminal Records Statements (CRS) in a timely manner. One employee signed the CRS one day after hire and the second employee signed the CRS 10 days after hire. Also, two Olive Crest employees did not have timely health screenings. One employee's health screening was eight days late and the other employees health screening was 21 days late. The agency representatives stated they would consult with personnel staff to correct these deficiencies.

Recommendations:

Olive Crest's management shall ensure that:

3. All appropriate employees sign the criminal records statement in a timely manner.
4. All employees receive timely health screenings.

PRIOR YEAR FOLLOW-UP FROM THE AUDITOR-CONTROLLER'S CONTRACT REVIEW REPORT

Objective

Determine the status of the recommendations reported in the A-C's prior compliance report.

Verification

We verified whether the outstanding recommendations from the last A-C's contract review report issued April 13, 2010, were implemented.

Results

The A-C's prior monitoring report contained nine outstanding recommendations. Specifically, Olive Crest was to ensure that foster homes have an adequate means for residents to escape from the second story of the home in case of emergency; that foster parents obtain water safety certificates in homes that have pools or other bodies of water; that foster home annual re-certifications are conducted timely; that foster parent certification files contain all the required information including documentation of current automobile insurance, driver's licenses and CPR certificates; and that foster parent's pre-certification health examinations are conducted timely. Further, Olive Crest was to ensure that NSPs are prepared timely; that NSPs contain all the required information including the reason the child is in placement and the goals; that DCFS social workers are updated monthly on the child's progress; and that termination reports are prepared timely. Based on our follow-up of these recommendations, Olive Crest fully implemented all of the outstanding recommendations from the A-C's contract compliance report of April 13, 2010.

MOST RECENT FISCAL REVIEW CONDUCTED BY THE AUDITOR-CONTROLLER

A fiscal review of Olive Crest FFA has not been posted by the A-C.



Strong Families, Safe Kids

1.800.550.CHILD (2445)
www.olivecrest.org

July 13, 2012

Department of Children and Family Services
Out of Home Care Management Division
Elaine Lane, CSA I
9320 Telstar Ave., #216
El Monte, CA 91731

Dear Ms. Lane:

Subject: Olive Crest Corrective Action Plan

It is a privilege for Olive Crest to serve the children and families of Los Angeles County through the provision of foster and adoptive services. We continue to diligently to pursue the goals of Safety, Permanence, and Well-being for the children and youth we serve in partnership with the Department of Children and Family Services. It is our sincere intention to meet all contract requirements and fully support the collaborative efforts to meet the needs of Los Angeles County's dependent children.

Pursuant to your review, this letter is in response to the final program review results Olive Crest FFA received. Overall, Olive Crest is in agreement with the findings and comments. The following summarizes our plans for corrective actions.

Recommendation #1

Agency will perform OHCMD checks on all foster/adoptive families prior to certification.

Corrective Action Plan #1

Olive Crest upholds the practice that all families will receive an Out of Home Care clearance prior to certification. We will utilize our checklists and tools to ensure this clearance is received for all families before moving forward with certification.

Recommendation #2

Dental examinations will be completed timely.

Corrective Action Plan #2

Two reviewed files indicated that 2 children did not receive their initial dental examinations within the required timeframes. It is Olive Crest's policy that children receive dental exams within 30 days of placement, if aged 3 or older. The children reviewed were both replacement and had previously had dental examinations. The CSW informed the foster parents dental exams were not necessary, as these were completed in the past 12 months. Olive Crest will ensure all children receive their dental exams within 30 days of placement, regardless of what is communicated by the CSW. Further, the employee overseeing this home at the time of placement is no longer with the agency.

Recommendation #3

Employees should sign a Criminal Background Statement in a timely manner

Corrective Action Plan #3

All employees will sign the Criminal Background Statement prior to their hire/start date. New Human Resource personnel with attention to detail and personnel requirements has been hired in order to ensure this occurs.

Recommendation #4

Employees should receive timely health screenings.

Corrective Action Plan #4

Two employees reviewed did not receive their health screenings within 7 days of their hire date. The Human Resources Department has been notified of this requirement and will ensure all newly hired employees receive a health screening within 7 days. New Human Resource personnel with attention to detail and personnel requirements has been hired in order to ensure this occurs.

Olive Crest FFA staff and administration appreciate the support and guidance of the Out of Home Care reviewer, and affirms the agency's continued efforts to deliver the highest quality of care and services to the children and families referred by the County.

If any further information is needed, you may contact the Los Angeles Foster and Adoptions Director, Brooke Butler-Angaga, at (562) 866-8956, ext 1706, or Regional Program Director, Steve Goclowski, ext 1603.

Respectfully,

A handwritten signature in dark ink, appearing to read 'BBA', is written over a light blue horizontal line.

Brooke Butler-Angaga, MS, LMFT
Los Angeles Foster and Adoptions Director